



**2012  
REPUBLICAN  
NATIONAL  
CONVENTION**

**P R O D U C T   A N D   R A T E   G U I D E**

BRIGHT HOUSE NETWORKS  
**business solutions**

Where business gets personal.



Bright House Networks is pleased to welcome you to the 2012 Republican National Convention. We look forward to the opportunity to provide Voice, Data and Video services, and to demonstrate why so many businesses and corporations trust Bright House Networks to provide for all their communication needs. Bright House Networks is focused on providing reliable service and award-winning customer support, with a team of technology experts available 24/7, ensuring you stay connected during the event. Bright House Networks is prepared to be your communications partner throughout the Convention.

Bright House Networks is the sixth largest owner and operator of cable systems in the United States and the second largest in Florida. Bright House Networks serves more than 2.4 million residential and commercial customers who subscribe to one or more of its video, high-speed data and voice services. Bright House Networks Business Solutions offers a suite of phone, Internet, Ethernet and cable television services to businesses of all sizes over our own facilities-based network, with the highest level of quality and the most reliable network infrastructure available. The network backbone incorporates multiple 10 Gbps Ethernet connections to accommodate even the heaviest bandwidth requirements, with more than 9,000 miles of fiber optic deployed, the network is not only the largest in mid Florida, but one of the most reliable available.

We encourage you to review the Bright House Networks 2012 Republican National Convention Product and Rate Guide, which highlights the various communications services Bright House Networks is offering for the Convention. Bright House Networks offers a range of services including Dedicated Internet Access, scalable from 10Mbps to 1Gbps, Business Phone lines, Business Trunking (T1/PRI/SIP), and Metro Ethernet connectivity.

We are confident, that as you learn more about Bright House Networks, you'll see we have the full portfolio of communication services to accomplish your goals. We look forward to partnering with you and delivering on your Convention experience in Tampa.

Regards,

Kevin Hyman  
Executive Vice President of Operations  
Bright House Networks

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## QUICK START GUIDE

To help understand the services available during the 2012 Republican National Convention, Bright House Networks has prepared this Product and Rate Guide. This guide is for ordering Bright House Networks services at the Tampa Bay Times Forum, the Tampa Convention Center, and the parking areas designated by the Committee on Arrangements (COA) as locations for the media. Please visit [www.brighthouse.com/RNC](http://www.brighthouse.com/RNC) for updates and information. The website will be active on Monday, January 9, 2012.

Orders may be placed beginning Wednesday, February 1, 2012. Please see page 7 for ordering deadlines.

## DETERMINING THE PRODUCTS YOU NEED USING THIS GUIDE

Please review the products that you need and track your requirements on the [Service Requirements Form](#) found on page 18.

- [Voice Services](#) begin on page 11. Options for standard [Business Phone](#) lines can be found on page 12.
- [Business Trunking](#) (voice trunks) for handoff to a phone switch can be found on page 13.
- [Dedicated Internet Access](#) options begin on page 15.
- Point-to-Point [Metro Ethernet](#) options begin on page 15.
- [Managed Voice and Data](#) products can be found on page 16.

## REQUESTING PRODUCTS AND SERVICES

When you are ready to order please fill in the [Service Requirements Form](#) online or via fax. A fax number can be found on the Service Requirements Form.

Upon receipt of the Service Requirements Form, a Bright House Networks representative will schedule a call to review the requested products and services. Upon agreement of these services, a Service Order will be emailed for signature and payment information.

## METHOD OF PAYMENT

Services may be paid by credit card, bank transfer, or check. All payments must be complete by August 8, 2012.

## CONFIRMATION OF SERVICES

Bright House Networks will send order and payment confirmation, including order number and due date, to you via e-mail.

## HELP WITH SERVICES

Bright House Networks will be available during the Convention if you need assistance with ordering, installation, or use of our services. The following support services will be provided by Bright House Networks at no additional charge:

- Onsite testing and validation of voice or data circuits at the service demark in the media workspace with laptop or voice test gear.
- Investigating transmit/receive errors between the Bright House Networks point of demarcation and your equipment.

Bright House Networks will not support:

- Setting up or configuring routers, workstations, or local networks.

## HOW TO ORDER & HOURS OF OPERATION

### CONTACT INFORMATION

Prior to and during the Convention, Bright House Networks will provide professional Technical Support and locally-based Customer Care. Bright House Networks is committed to our Service Level Agreement and provides a 24 x 7 x 365 staff devoted to system monitoring, proactive notification and a single point of contact for all locations.

Convention Communications services and equipment may be ordered by Internet, e-mail, telephone, or fax. All correspondence will be managed by a dedicated Account Executive team, committed to the deployment of services for the Convention.

Read and review the product and services offering to determine the services you require.

Contact Bright House Networks using your preferred method below.

### INTERNET

On Monday, January 9, 2012, Bright House Networks will launch a 2012 Republican National Convention Communications Services website. You will be able to begin ordering services through the website starting February 1, 2011. Go to [www.brighthouse.com/RNC](http://www.brighthouse.com/RNC) and complete the online Bright House Networks Service Request Form. Upon completion of this form, you will receive a Service Order Number. A Bright House Networks Dedicated Account Representative will contact you to confirm details of your service request, and quote required advanced payment.

### TELEPHONE

If you would prefer to speak directly with an Account Representative to select the best services for your individual needs, a Bright House Networks representative is available to assist you. Please call Bright House Networks at 1-855-2012RNC.

### FAX OR EMAIL

Complete the attached Bright House Networks Service Requirements Form and fax the form to 1-813-756-4861 or email [RNC@MyBrightHouse.com](mailto:RNC@MyBrightHouse.com). Upon receipt, a Bright House Networks Dedicated Account Representative will contact you to confirm details of your service request, and provide a quote for the required advanced payment.

### HOURS OF OPERATION

Normal business hours are Monday through Friday 9 am – 5 pm (Eastern Time).

Service hours will be extended effective July 25, 2012.

Additionally, voice mail will be available 24 hours a day, 7 days a week. Messages will be returned during normal hours of operation.

## **SERVICE AVAILABILITY**

All orders for products and services should be placed by the deadlines listed below. Some products and services are only available while supplies last or capacity exists.

## **ORDER DATES TO KNOW**

The first day to submit an order is Wednesday, February 1, 2012. Orders submitted prior to this date will not be accepted.

First possible day for installation of product and services ordered is Wednesday, August 15, 2012. Requests for installation of services prior to this date will be handled on an individual case basis, subject to availability and additional charges, including special construction and expedite charges. Request for service installations that need to occur prior to August 15, 2012, must be received by Wednesday, August 1, 2012.

Last day to submit order requests:

- Managed Voice and Data products - Monday, June 18, 2012
- Dedicated Internet Access – Wednesday, August 8, 2012
- Point to Point Metro Ethernet Options – Wednesday, August 8, 2012
- Business Phone – Wednesday, August, 8, 2012
- Business Trunking – Wednesday, August, 8, 2012

Any orders confirmed after dates above will be handled on an individual case basis and be subject to expedite charges.

Disconnection of all services – Friday, August 31, 2012, by noon (Eastern Time)

## **BILLING AND PAYMENT POLICIES**

### **AUTHORIZATION**

Your organization must be authorized by the 2012 Republican National Convention staff to place orders for communications needs and equipment for specific locations during the convention. Authorization will be verified before service is installed.

### **ADVANCE PAYMENTS**

Bright House Networks will require advanced payment for all equipment and services. Orders over \$10,000 qualify for a scheduled payment plan. This will allow for a deposit to place the order and payment in full by August 8, 2012.

### **INVOICE**

Invoices will be sent via email along with a Service Order. Bright House Networks invoices will include service charges billed for services added and for pay-per-use services. You must review invoices upon receipt and contact Bright House Networks if you need further information or if you believe there is an error. Payment of all rates and charges are due and payable upon receipt.

Bright House Networks provides several options for payments, including credit card, electronic fund transfers, and cashier's check drawn on a U.S. bank and made out to "Bright House Networks".

### **CREDIT CARD TRANSACTIONS**

Bright House Networks accepts Visa, MasterCard, Discover, American Express and debit cards for payment. Payments can be made by contacting a Bright House Networks Representative at 1-855-2012RNC. Be prepared to provide your Service Order Number or account number.

### **TAXES, FEES, AND OTHER CHARGES**

Except as otherwise specifically provided on the following pages for specific services/products, the rates identified do not include applicable taxes, regulatory charges and fees, and other charges and fees, including but not limited to Universal Service Charges, fees for 911 service, fees to recover certain costs such as number portability and the like. All such taxes, fees, and charges will be due from and paid by the customer in addition to all other amounts.

### **CANCELLATION OF ORDERS**

Cancellation charges will apply when orders are cancelled prior to the due date. See page 9 for descriptions of Move, Change, and Cancel and product pages for charges applicable to each product. Request to cancel services on or after the due date will be billed at the full Convention rate for that service.

## SERVICE CENTER AND REPAIR INFORMATION

### SERVICE CENTER

During the time of the Convention, Bright House Networks will staff a Service Center to assist in ordering, installation of services, and repair for Bright House Networks customers located at the Convention Facilities.

### REPAIR SERVICE

Repair needs should be reported to Bright House Networks at 1-855-2012RNC.

## IMPORTANT INFORMATION AND DISCLOSURES

“Convention Rates” identified in this Product and Rate Guide apply to services provided at the Convention Facility(s), which include the Tampa Bay Times Forum, Tampa Convention Center, as well as the parking areas designated for the media to be located, between August 15, 2012 and August 31, 2012, in conjunction with the 2012 Republican National Convention. All Rates include any applicable installation. Convention Rate is a flat rate and applies to service ordered or installed between August 15, 2012 and August 31, 2012, and cannot be prorated. Refer to specific product page(s) for applicable service descriptions and rates. Additional charges apply for any special construction and/or installation services.

Site assignments are to be provided to Bright House Networks by August 15, 2012. If the Committee and the customer are in the process of determining site assignments after the date of August 15, 2012, no additional charges will apply. Bright House Networks will verify with the Committee that site assignments are pending. If after the date of August 15, 2012, it is determined that the Committee has no intention of providing a site assignment to the customer, then orders may be canceled by Bright House Networks, and a Cancel Fee may be applied to each service or product ordered.

Move, Change Fees apply to any order that involves moving or changing any service within the Convention Facilities within five calendar days prior to the due date or anytime on or after the due date. Special Construction charges may apply depending upon the nature of the move or change.

- Move: Moving service from one location to another within the Convention Complex.
- Change: Changing from one feature or level of service to another.

A Cancel fee applies to any order that is cancelled prior to the due date.

- Cancel: Requests to cancel services ordered prior to the due date or cancellation for failure to provide a convention Complex specific site. Cancellation of services on or after the due date will be billed at the full Convention rate for that service.

Note: To request a move, change, or cancel, please include a Bright House Networks Service Requirements Form found on page 18.

Expedite order charges may apply depending upon the services and date ordered. Charges will be assessed for each order by product.

Services are also governed by additional terms and conditions, which can be found at [www.brighthouse.com/RNC](http://www.brighthouse.com/RNC).

The ordering, provisioning and repair process described in this guide are subject to change.

Purchases are subject to approved credit. Services may not be available at all locations due to technical limitations. Prices are applicable where facilities are available. Prices may not include all taxes, surcharges, and other fees. Product and services may require equipment purchase at additional charge.



# VOICE SERVICES



## BUSINESS PHONE

At Bright House Networks Business Solutions, we understand that your phone service is your lifeline. That's why our infrastructure and processes are designed from the ground up to ensure reliable, high-quality communications.

### Basic Line -- One Line option

This package offers one line with local calling area and toll free calling. Caller ID is also included.

### Basic Line -- Two Line option

This package offers two lines with local calling area and toll free calling. Caller ID is also included.

### Unlimited Long Distance Add-on

Includes unlimited local and domestic long distance calling.

### Toll Free Number

Enables your customers to reach you directly, without being charged for the call.

### 1-Line Telephone

Bring your own single-line phone that does not require AC power, or purchase one from Bright House Networks. Please refer to the "[Equipment](#)" section for further details on page 17.

Product	Convention Rates	Move, Change, Cancel Fees *
<b>One- Line Option</b>	\$426.00	\$75.00
<b>Two-Line Option</b>	\$610.00	\$75.00
Features included in both the One and Two Line Option: <ul style="list-style-type: none"> <li>• Local Calling</li> <li>• Toll Free Calling</li> <li>• Caller ID</li> </ul>	Included	Included
<b>Unlimited Long Distance</b>	\$75.00	Not applicable
<b>Toll Free Number with unlimited inbound calling</b>	\$500.00	\$100.00

\*For moves and changes, special construction charges may apply in addition to the Move, Change Fees, depending upon the nature of the move or change requested.

### Special Considerations:

Local calling is included with the local line. The local calling area includes all of Hillsborough County's area code of 813.

## VOICE TRUNKS

Bright House Networks Business Trunking solution is designed to connect your PBX/IP PBX to the public telephone network, offering a single interface for data, local and long distance. Enable unified communications with advanced Primary Rate Interface (“PRI”) and Session Internet Protocol (“SIP”) based Trunks.

### Toll Free Number

Enables your customers to reach you directly, without being charged for the call.

Requires credit card on file to account for overage minutes.

### Committed Minutes

Commit to one of our minute buckets for savings on all your long distance calls.

### PBX

Bring your PBX switch, or purchase one from Bright House Networks. Please refer to the [“Equipment”](#) section for further details on page 17.

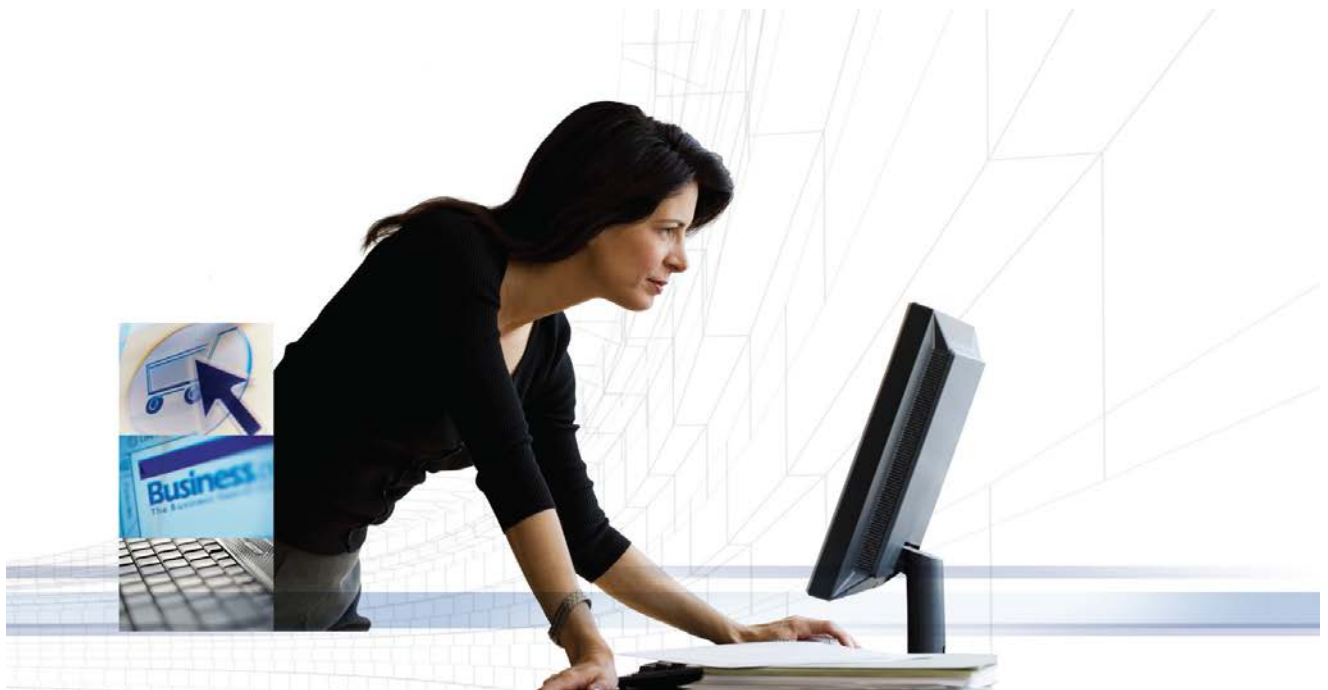
Product	Convention Rates	Move, Change, Cancel Fees *
<b>24 Channel / Session</b> Configured as T1/PRI/SIP	\$2,400.00	\$250.00
<b>20 DIDs</b>	\$24.00	Not applicable
<b>Interstate and Intrastate Long Distance Minute Buckets</b>		
5,000 Long Distance Minutes	\$140 (overage 2.8¢ per minute)	Not applicable
20,000 Long Distance Minutes	\$500 (overage 2.5¢ per minute)	Not applicable
50,000 Long Distance Minutes	\$1,150 (overage 2.3¢ per minute)	Not applicable
<b>Toll Free Number</b>	\$5.00 per 8XX Number • inbound billed at \$.05 per minute of domestic use	\$100.00

\*For moves and changes, special construction charges may apply in addition to the Move, Change Fees, depending upon the nature of the move or change requested.

### Special Considerations:

Local calling is included with the local line. The local calling area includes all of Hillsborough County’s area code of 813.

# DEDICATED SERVICES



## DEDICATED INTERNET ACCESS

Dedicated Internet Access from Bright House Networks offers the highest level of enterprise-class service, with guaranteed bandwidth to meet heavy demand. With symmetrical upload and download speeds, the service provides secure, dedicated fiber access from the customer site to the Bright House Networks IP network. The user bandwidth is carried transparently through the network to the Internet.

Service includes:

- Domain Name Service hosting (both forward and reverse resolution)
- Network Time Protocol (NTP), used to synchronize clocks on servers
- Service Level Commitments:
  - Latency (round trip) < 25 ms
  - Availability > 99.95%
  - Packet Loss < 1%

Product	Convention Rates	Move, Change, Cancel Fees *
<b>10Mbps Dedicated Internet</b>	\$1,015.00	\$500.00
<b>50Mbps Dedicated Internet</b>	\$4,100.00	\$500.00
<b>100Mbps Dedicated Internet</b>	\$6,120.00	\$500.00
<b>1Gbps Dedicated Internet</b>	\$37,500.00	\$1,000.00
<b>5 Static IPs</b>	\$90.00	\$25.00

\*For moves and changes, special construction charges may apply in addition to the Move, Change Fees, depending upon the nature of the move or change requested.

## POINT-TO-POINT METRO ETHERNET

Metro Ethernet from Bright House allows you to connect multiple locations together by combining the simplicity of Ethernet with the superior reliability and redundancy of our fiber optic backbone with multiple self-healing rings. Compliant with the Metro Ethernet Forum (MEF) and is both MEF 9 and MEF 14 certified, ensuring optimum service quality.

Service Level Commitments:

- Latency (round trip) < 25 ms
- Availability > 99.95%
- Packet Loss < 1%

Product	Convention Rates	Move, Change, Cancel Fees *
<b>5Mbps of Metro Ethernet Transport – On-Net</b>	\$3,500.00	\$500.00
<b>45Mbps of Metro Ethernet Transport – On-Net</b>	\$5,100.00	\$500.00

\*For moves and changes, special construction charges may apply in addition to the Move, Change Fees, depending upon the nature of the move or change requested.



# EQUIPMENT



## VOICE EQUIPMENT

One-Line Telephone – basic telephone function maintained without AC power.

Two-Line Telephone – basic telephone function maintained without AC power.

PBX includes switch and IP phones.

Product	Description	Convention Rate
One-Line Telephone	with caller ID	\$150.00
Two-Line Telephone	with caller ID	\$200.00
PBX to support 8 IP Phones	Includes IP phones, and switch	\$9,130.00
PBX to support 12 IP Phones	Includes IP phones, and switch	\$11,910.00
PBX to support 16 IP Phones	Includes IP phones, and switch	\$13,250.00
PBX to support 24 IP Phones	Includes IP phones, and switch	\$15,930.00
PBX to support 32 IP Phones	Includes IP phones, and switch	\$25,806.00



## SERVICE REQUIREMENTS FORM

Service Requirements Form  
2012 Republican National Convention

Date Requested:	Bright House Networks Service ID:
	Bright House Account:
<b>Contact Information</b>	
Business Name:	
Authorized Contact: First: Last	
Contact Number: Primary: Secondary:	
Email Address	
Billing Address	
Contact at Convention: First: Last:	
Contact Number: Primary: Secondary:	
Email Address	

<b>Location Details for Service Installation</b>	
Site Name	
Site Address Tampa, FL	
Convention Specific Site (suite or seat assignment)	

\_\_\_ I acknowledge that I have read and agree to the terms and conditions in the Bright House Networks Service Agreement located at [www.brighthouse.com/RNC](http://www.brighthouse.com/RNC). I further understand and acknowledge that no order has been placed or accepted by Bright House Networks until Bright House Networks forwards the Bright House Networks order confirmation relating to this request **[REQUIRED]**.

\*Regardless of any order confirmation by Bright House Networks, orders will not be provisioned without Convention Complex specific Site assignments provided by the Committee on Arrangements. Customer agrees that if it has not provided Bright House Networks the site assignment by the order due date, Bright House Networks may unilaterally change the due date to a later date. If a site assignment has not been provided to Bright House Networks by August 15, 2012, orders may be canceled by Bright House Networks and a Cancel Fee may be applied to each service or product ordered, notwithstanding any order confirmation by Bright House Networks.

For ordering and product questions please refer to:

(Online form) [http:// www.brighthouse.com/RNC](http://www.brighthouse.com/RNC) or (email) [RNC@MyBrightHouse.com](mailto:RNC@MyBrightHouse.com)

(Phone) 1-855-2012RNC / (Fax) 1-813-756-4861



Services Required	
Check any that apply	QTY
<b>BASIC LINE VOICE SOLUTIONS</b>	
<input type="checkbox"/>	One-Line Local Calling
<input type="checkbox"/>	Two-Line Local Calling
<input type="checkbox"/>	Unlimited Long Distance
<input type="checkbox"/>	Toll Free Number
<input type="checkbox"/>	Equipment: One-Line Telephone
<input type="checkbox"/>	Equipment: Two-Line Telephone
Additional Request	
<b>VOICE TRUNKING \ PBX SOLUTIONS</b>	
<input type="checkbox"/>	24 Channel T1
<input type="checkbox"/>	24 Channel PRI
<input type="checkbox"/>	24 Session SIP
<input type="checkbox"/>	5,000 LD minutes (overage 2.8¢ per min)
<input type="checkbox"/>	20,000 LD minutes (overage 2.5¢ per min)
<input type="checkbox"/>	50,000 LD minutes (overage 2.3¢ per min)
<input type="checkbox"/>	Toll Free Number
<input type="checkbox"/>	PBX to support 8, 12, 16, 24, 32, IP Phones
Additional Request	
<b>DATA SOLUTIONS</b>	
<input type="checkbox"/>	10Mbps of Dedicated Internet
<input type="checkbox"/>	50Mbps of Dedicated Internet
<input type="checkbox"/>	100Mbps of Dedicated Internet
<input type="checkbox"/>	1Gbps of Dedicated Internet
<input type="checkbox"/>	5 Static IPs
<input type="checkbox"/>	5Mbps of Point-to-Point Metro Ethernet
<input type="checkbox"/>	45Mbps of Point-to-Point Metro Ethernet
Additional Request	